



# Your Guide to **Online Therapy**

Your Complete Guide to Telehealth  
Appointments at Physio Inq





# A Message from **Physio Inq**



Physio Inq Online Therapy (Telehealth) is a fantastic option if you need an appointment with a therapist.

Whether you prefer to receive services online, are in a remote location with limited access to services or are experiencing a lockdown of any sort.

Our Online Therapy (Telehealth) consultations will deliver the same exceptional level of care as our in-clinic and in-home service offerings.

Telehealth has many of the same benefits as a face-to-face therapy session. You will work directly with your therapist to discuss, assess, and diagnose problems just as if you were with them in a face-to-face setting.

Your Physio Inq therapist will help via our easy-to-use online platform.

Our qualified therapists work with you, listen to your concerns, and establish your needs to help achieve your goals. They do this by providing assessments via video using observation, provisional diagnosis, giving comprehensive advice, supervising therapy, showing treatment techniques, and teaching in-home self-management.

## **During a Telehealth appointment your therapist will:**

- Listen, assess, and treat your concerns
- Demonstrate and explain treatment techniques in easy-to-understand language
- Provide education and self-management techniques
- Create and develop a unique exercise program and plan
- Work with you to set a plan on how best to manage your concerns
- Advise on appropriate follow-up and book in ongoing sessions when works for you
- Propose any relevant equipment or treatment aids that may be required
- Directly refer on to other allied health services if appropriate

## **ACCESS OUR PHYSIO INQ ONLINE THERAPY SERVICES FROM HOME TODAY**

CALL OUR CUSTOMER CONCIERGE TEAM

**1300 731 733**

**BOOKING ONLINE**



### **DID YOU KNOW?**

**Telehealth sessions are currently funded by Medicare and many private health funds.**

For more information, contact the Physio Inq Client Concierge Team on 1300 731 733 or email us at [telehealth@physioinq.com.au](mailto:telehealth@physioinq.com.au)

# Benefits of **Telehealth**



What are the benefits of an Online Therapy (Telehealth) Appointment?



## Access a variety of services

Gain access to a wide range of therapist disciplines including Physiotherapy, Speech Pathology, Exercise Physiology, Occupational Therapy



## No wait times!

Online Therapy (Telehealth) is not limited by location and therefore – no wait times! In most cases, clients will see a therapist within a week.



## Consistency in Therapy

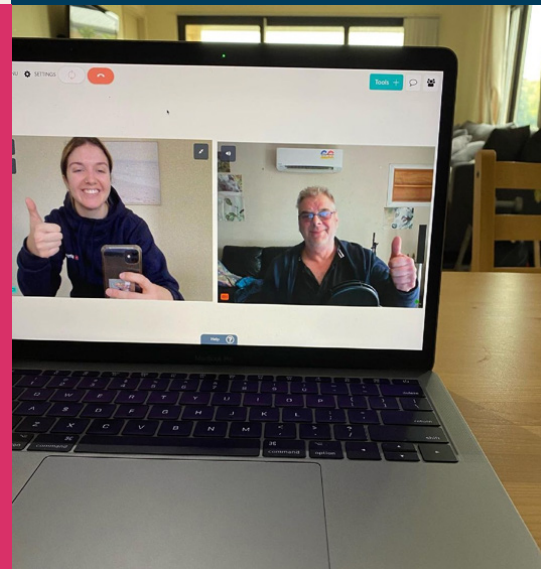
See the same highly trained professional therapists as you would in-clinic or in-home from the comfort of your own home.



**CONTACT OUR TEAM TO FIND OUR NEXT APPOINTMENT**

**CALL OUR TEAM**

**BOOKING ONLINE**



## Same outcomes

Research indicates that online therapy (Telehealth) can achieve the same outcomes as face-to-face sessions

Don't believe us? Read the stats [here](#).



## No Travel Fees!

No travel fees mean your NDIS funding can be stretched further



## High Quality Reporting

You'll receive the same high-quality reporting you have come to expect from Physio Inq.



# How do I prepare for a **Telehealth consultation?**



All you need is two things:



An electronic device with a camera and an Internet connection

You'll be met by your smiling therapist, ready to help you achieve your health goals.

If you've got these two things,  
**you're all set for your first Online Therapy  
(Telehealth) appointment.**



# How do I prepare for a Telehealth consultation?



1

**Make sure  
you have:**

A device with Internet connection

2

**Make a booking for an Online Therapy (Telehealth)  
appointment with Physio Inq**

You can do so via:

[CALL OUR TEAM](#)

[BOOKING ONLINE](#)

3

**Choose the service you require:**

[Physiotherapy](#)

[Exercise Physiology](#)

[Speech Pathology](#)

[Occupational Therapy](#)



**Once you are booked in for your Online Therapy (Telehealth)  
appointment our Telehealth concierge will contact you at a  
pre-booked time for a complimentary session.**

4

The Telehealth concierge will:

- Ensure that you have a strong Internet connection for a successful Telehealth appointment
- Make sure you feel confident in logging into our secure Telehealth appointment platform, Coviu
- Take you through a Coviu feature tour – so you understand how to use the platform
- Ensure that you have adequate equipment to partake in a Telehealth appointment
- Answer any questions you have
- Book an initial assessment appointment and prep call with your Therapist

# Check Out How Telehealth Works In Our Video!



Still Have Questions?

CALL OUR CUSTOMER CONCIERGE TEAM

**1300 731 733**

**BOOKING ONLINE**



# We're here for our clients, **every step of the way**



Don't just take our word for it, read what our clients have to say:



My Son really enjoys his telehealth sessions. He can play treatment games on the iPad with our Speech Pathologist which he enjoys. By choosing online therapy meant we could be seen the next week, where a lot of local providers were telling us there was a 4-month waiting list.





In the comfort of my own home, where I am self-isolating, my therapist guided me through a 30-minute consult with was seamless and felt like I was in the treatment room with her. The internet connection was good, and instructions were easy to follow...I used my laptop so I could move it around according to the treatment to allow my physio to check her instructions and my technique.

Feel stronger.  
Move better.  
Think clearer.  
**Live a life  
with less limits.**

## How to Refer to Physio Inq



 1300 731 733

 [mobile@physioinq.com.au](mailto:mobile@physioinq.com.au)

 [www.physioinq.com.au](http://www.physioinq.com.au)

National Support Office  
Suite 5, 20 Cliff Street, Milson's Point, NSW 2061

To make a booking with Physio Inq,  
please [click here](#)

